



Eastside first responders visited en masse, with lights and sirens on, to honor Overlake caregivers. (Left: Dr. Eric Shipley, Emergency Department Chair. Right: Captain Vic Bourque, Bellevue Fire Department.)

COVID-19

Overlake responds to a pandemic crisis

When the earliest COVID-19 cases in the country turned up on the Eastside, Overlake mounted an immediate response, directed by our 24/7 Incident Command Center.

- **More than 400 patients with confirmed COVID-19 have received care** through the Overlake system, including more than 160 individuals requiring inpatient hospital care.
- **Our physicians have worked tirelessly** to align our procedures with the latest recommendations from the CDC, reflecting our best understanding of the virus at any given time. In addition, we are involved in clinical trials of promising potential treatments for the disease,
- **New policies have been implemented** to help prevent transmission of the virus and keep our staff and patients safe. Tight restrictions on visitation and universal masking are some of the changes that have been put into place.

Throughout, our community has sent love and support. *Thank you.*

“

No one wants a disaster to happen; Overlake was prepared and ready to deal with this crisis.

”

— Dr. Tom Miller
Medical Director of
Quality and Safety

YOU Are a Hero

Our caregivers' response to the pandemic unquestionably makes them heroes, but they are not the only ones. Generous community members like you have stepped up in large numbers to support the caregivers with donations of personal protective equipment (PPE), food and dollars.

In the early days of the crisis, when PPE was in short supply across the country, you scoured your basements and garages for masks, gloves, hand sanitizer and other scarce items. Some of our corporate friends dug into their warehouses and delivered thousands of items. Those of you who had connections overseas leveraged your contacts to secure additional supplies to keep our patients and staff safe.

We are so very grateful for your generosity and your community spirit. By giving PPE to Overlake, you have helped care for your neighbors.



Food is fuel

As the stream of patients needing testing and care came roaring through, the last thing our caregivers wanted to think about was packing food to keep themselves going. Again the community heroically stepped in. Day after day, we took delivery of meals, snacks and treats. Dozens of restaurants donated their food and labor to provide meals. Community members pitched in funds to help pay for them. Some of you visited warehouse stores and loaded up on snack foods for us, or drove up with your trunks full of pizzas. Thank you.

The community stands with Overlake

The costs of the pandemic were, and continue to be, very high. Here, too, our community has stood by us. Your donations to the COVID-19 Response Fund have helped Overlake continue providing world-class care to all of our patients. *Thank you.*

**SUPPORT THE COVID-19
RESPONSE AT:
[OVERLAKEHOSPITAL.
ORG/GIVING.](https://www.overlakehospital.org/giving)**



Thank You! Our incredible, generous community raised **\$1.4 million** to support world-class care, now and into the future.

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Chinese community groups come to our aid

DONOR SPOTLIGHT



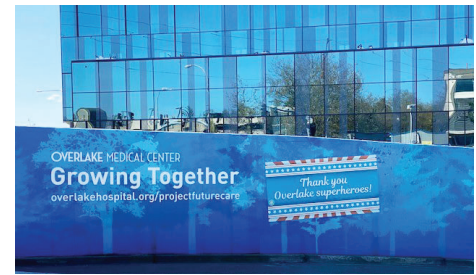
When COVID-19 came roaring across the country, members of our local Chinese community were among the first to enter the fray. The word went out on neighborhood networks and social media platforms: *Overlake needs our help.*

The response was immediate and robust. Local groups worked together to deliver PPE. Children's groups sent cards and drawings. And many generous individuals donated funds and supplies.

Here's a partial list of the generous groups involved:

Buddhist Society •
 Buddhist Tzu Chi Foundation •
 Chinese American Civic Organization • Chinese Tea Association •
 The Committee of 100 • Guardians of the Angeles •
 Little Masters Club • Seattle Chinese Cultural Theater •
 Seattle Jiangzhehu Club • Seattle Shanghai Club •
 Seattle Youyou Association • Sunshine Youth Culture and Education Development Association • United Chinese Americans of Washington • Wild Whale Care

Thanks to all!



Beyond COVID-19

Although the pandemic has dominated public attention for months, other illnesses and injuries have continued to occur. In fact, since March, **80 percent of patients served by Overlake did not have COVID-19.** Our emergency physicians, hospitalists, oncologists, cardiologists and all other providers have been caring for patients throughout. Only non-urgent, elective procedures were suspended for a time, and we are now back to normal operations.

In addition, **our focus on quality and safety has not wavered.** This year, we have seen fewer hospital-acquired infections and fewer falls. Our patients have rated their experiences with us even higher than patients did at the same time last year.

In response to the restrictions made necessary by the pandemic, **we have launched a robust telehealth program,** ensuring that we can continue to serve patients when they can't come to our campus or clinics.

We have continued to work on Project FutureCare. The new building — including our beautiful new Childbirth Center — is on track to open at the end of the year, and planning and design are in process for our expanded and relocated mental health unit.

Whatever the future may bring, **we stand ready to care for our community.** From COVID-19 to the myriad other health concerns that may arise, we're here for you.

As always, your support has played a critical role in ensuring that top-quality medical services remain accessible to everyone in our community. Thank you for continuing to stand with us through this difficult time.

THANKS!

Love and appreciation from our community are helping Overlake heroes through the COVID-19 crisis.



Overlake has received many letters, cards, signs, banners and other expressions of support. Thank you.